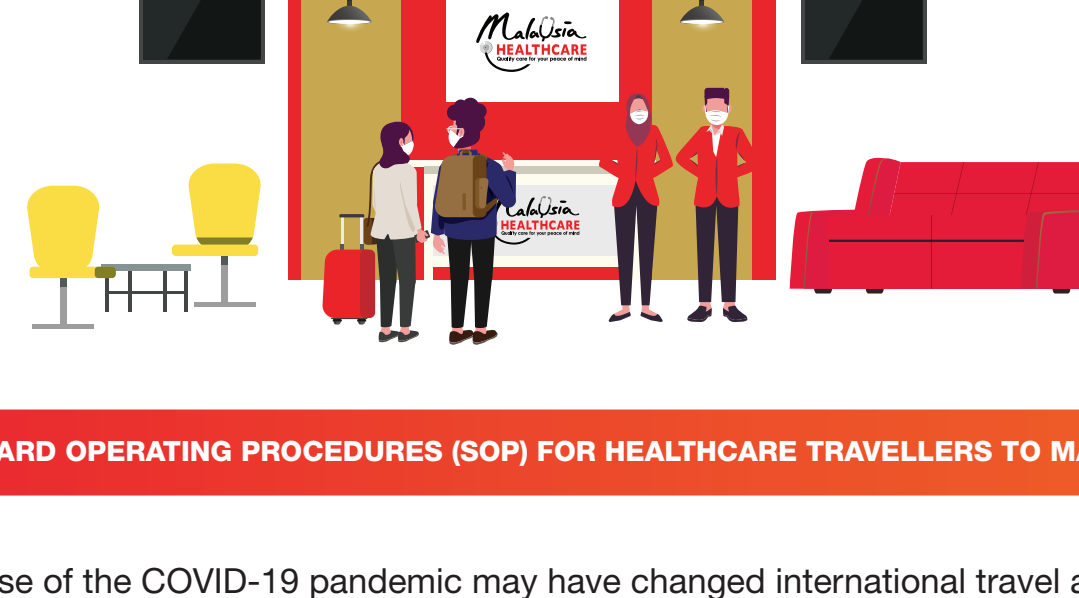


Experience MALAYSIA HEALTHCARE



STANDARD OPERATING PROCEDURES (SOP) FOR HEALTHCARE TRAVELLERS TO MALAYSIA

The rise of the COVID-19 pandemic may have changed international travel as we know it, but worry not! Healthcare Travellers to Malaysia are assisted before they arrive until completion of treatment, guided through the necessary safety protocols which will provide you your peace of mind. Just follow the steps detailed below:

PRE - ARRIVAL



1 Schedule for treatment with a Malaysia Healthcare Travel Council (MHTC)-member hospital.



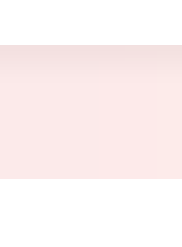
2 Request a Doctor's Referral Letter from your doctor at the selected hospital.



3 Submit the required documents to your selected hospital, apply Permission to Enter Malaysia for Medical Treatment via the hospital.



4 Upon successful application, MHTC will issue an Entry Approval Letter to you via your selected hospital. Apply for a visa for yourself and your companion (if applicable).

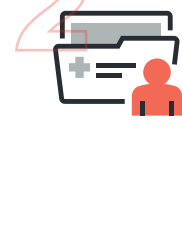


5 Make the necessary travel arrangements. You and your companion must undergo the COVID-19 PCR test (Round 1) at an MHTC-recognised testing centre in your home country, within 48 hours prior to arrival in Malaysia.



6 You and your companion must download the MySejahtera app and register.

UPON ARRIVAL



1 A Malaysia Healthcare Concierge and Lounge (MCL) representative will greet and assist you and your companion upon arrival at the airport.

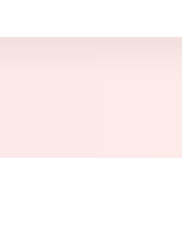


2 Ensure the following documents are ready for the immigration procedure:

- Passport copy of healthcare traveller and companion (valid for at least 6 months).
- Visa for healthcare traveller and companion (if applicable).
- COVID-19 PCR test (Round 1) for both healthcare traveller and companion.
- Doctor's Letter from the receiving hospital.
- Entry Approval Letter from MHTC.
- COVID-19 insurance copy for both healthcare traveller and companion.



3 Hospital registration and admission commence upon arrival at hospital.



4 You and your companion must undergo the COVID-19 PCR test (Round 2) at the hospital.

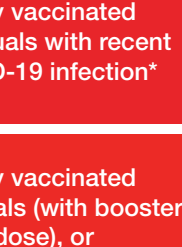


5 You and your companion must adhere to a mandatory 5-, 7- or 10-days' quarantine (depending on your COVID-19 infection history and vaccination status) at the hospital. Treatment procedures may commence within the quarantine period, subject to the hospital's discretion.

DURING AND AFTER TREATMENT



1 You and your companion must undergo the COVID-19 PCR test (Round 3) on Day 4 (for those undergoing a 5-day isolation), Day 5 (for those undergoing a 7-day isolation) or Day 8 (for those undergoing a 10-day isolation). Alternatively, an Antigen Rapid Test (RTK-Ag) may be carried out on the final day of isolation instead of the Round 3 PCR test.



2 Once the treatment and isolation periods are completed, you and your companion may depart to your home country.

QUARANTINE AND COVID-19 TESTING SCHEDULE AFTER ARRIVAL

Category	Duration of Quarantine	COVID-19 PCR test (Round 2)	COVID-19 PCR test (Round 3)		Supervised RTK-Ag (Alternative to PCR test Round 3)
Fully vaccinated individuals with recent COVID-19 infection*	No isolation required	–	–		–
Fully vaccinated individuals (with booster dose), or unaccompanied minor travellers	5 days	Day 1	Day 4	or	Day 5
Fully vaccinated individuals (without booster dose), or unvaccinated/partially vaccinated individuals with recent COVID-19 infection*	7 days		Day 5		Day 7
Unvaccinated/partially vaccinated individuals	10 days		Day 8		Day 10

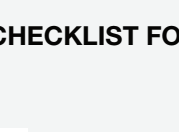
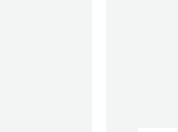
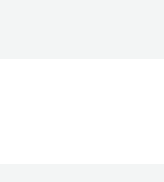
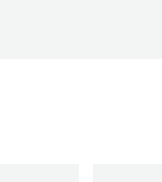
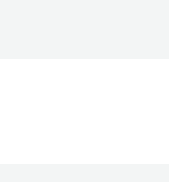
*Infected with COVID-19 within 11-60 days before departure. Proofs/supporting documents for a recent COVID-19 infection required. Include a copy of COVID-19 positive result and a copy of fit-to-fly letter from the doctor if there's a history of hospitalisation. The healthcare traveller and companion must undergo a RTK-Ag test at the airport upon arrival (a RT-PCR test may be required subject to hospital requirements).

COVID-19 TESTING SCHEDULE ACCORDING TO QUARANTINE LOCATION

Quarantine Location	COVID-19 PCR test (Round 2) (Day 1 of arrival)	COVID-19 PCR test (Round 3) (Day 4, Day 5 or Day 8 of arrival)		Supervised RTK-Ag (Alternative to PCR test Round 3) (Day 5, Day 7 or Day 10 of arrival)
Hospital	At the hospital (fee subject to hospital)	At the hospital (fee subject to hospital)	or	At the hospital (fee subject to hospital)
Hotel	At the airport (fee MYR 250.00/pax)	At the hotel (fee MYR 250.00/pax)		At the hotel

IMPORTANT CHECKLIST FOR ENTERING MALAYSIA

- ✓ Only ONE companion allowed per healthcare traveller.
*For healthcare travellers below 12 years old, a maximum of TWO companions are allowed.
- ✓ Check, understand and comply with the entry requirements and any other SOP enforced in Malaysia before departure.
- ✓ Ensure you have the following documents (for both healthcare traveller and companion):
 - Passport (at least 6 months' validity).
 - Visa (if applicable).
- ✓ Print the following documents before travelling:
 - Doctor's Letter issued by the receiving hospital.
 - Entry Approval Letter from MHTC.
 - COVID-19 PCR test (Round 1) results (negative) for the healthcare traveller and companion, taken within 48 hours prior to arrival in Malaysia.
 - COVID-19 insurance copy for the healthcare traveller and companion.
 - Copy of Vaccine certificate.
- ✓ If recently infected with COVID-19 (within 11-60 days before departure), prepare the following:
 - A copy of COVID-19 positive result.
 - A copy of fit-to-fly letter from the doctor, if there's a history of hospitalisation.
- ✓ Inform the hospital of your travelling details.
- ✓ Download the "MySejahtera" app (available for Android and iOS devices) and register before departure or upon arrival in Malaysia.



CHECKLIST FOR HOSPITAL QUARANTINE

- ✓ Passport
- ✓ Entry Approval Letter
- ✓ Doctor's Letter
- ✓ COVID-19 PCR test (Round 1) results (negative) for the healthcare traveller and companion, taken within 48 hours prior to arrival in Malaysia
- ✓ Install and register on the MySejahtera app
- ✓ Undergo the Hospital Quarantine Protocol enforced by the Ministry of Health Malaysia (according to COVID-19 infection history and vaccination status)
- ✓ Undergo the COVID-19 PCR test (Round 2) on Day 1 at the hospital (fee subject to hospital)
- ✓ Undergo the COVID-19 PCR test (Round 3) on Day 4, Day 5 or Day 8 at the hospital, OR the RTK-Ag test on the final day of isolation (fee subject to hospital)

CHECKLIST FOR HOTEL QUARANTINE

- ✓ Passport
- ✓ Entry Approval Letter
- ✓ Doctor's Letter with consent letter for hotel quarantine
- ✓ Accommodation confirmation slip
- ✓ COVID-19 PCR test (Round 1) results (negative) for the healthcare traveller and companion, taken within 48 hours prior to arrival in Malaysia
- ✓ Install and register on the MySejahtera app
- ✓ Undergo the Hotel Quarantine Protocol enforced by the Ministry of Health Malaysia (according to COVID-19 infection history and vaccination status)
- ✓ Undergo the COVID-19 PCR test (Round 2) on Day 1 at the airport (fee MYR 250.00/pax)
- ✓ Undergo the COVID-19 PCR test (Round 3) on Day 4, Day 5 or Day 8 at the hotel (fee MYR 250.00/pax), OR the RTK-Ag test on the final day of isolation

HOW DO I BEGIN MY HEALTHCARE JOURNEY WITH MALAYSIA?

Visit www.malaysiahealthcare.org to get all your information.
Drop us an email at callcentre@mhtc.org.my to get your questions answered.

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